

# GOVERNMENT LEARNING TECHNOLOGY SYMPOSIUM (GLTS) PROGRAM

Wednesday, November 28, 2018

Time	Room 204C	Room 204B
9:00-9:50 AM	<b>Department of the Air Force</b> <a href="#"><u>Media Selection for Distance Learning – Part 1: Pros &amp; Cons</u></a> <a href="#"><u>Dr. Philip Westfall</u></a> , Director, Defense Education & Training Network and Director, Air Technology Network, Chairman, FGDLA BOD	<a href="#"><u>The Importance of making Distance Learning Accessible to All – Panel Discussion</u></a> <a href="#"><u>Helen Chamberlain</u></a> , CEO Helen Chamberlain Consulting (Moderator) <a href="#"><u>Ken Salaeta</u></a> , Accessibility Director, ITIC Joel Snyder, President & CEO Audio Description Assoc. Katie Haritos-Shea, Accessibility Architect, WCAG
10:00-10:50 AM	<b>Department of the Air Force</b> <a href="#"><u>Media Selection for Distance Learning – Part 1: Hype &amp; Reality</u></a> <a href="#"><u>Dr. Philip Westfall</u></a> , Director, Defense Education & Training Network, and Director, Air Technology Network, Chairman, FGDLA BOD	<b>Capella University</b> <a href="#"><u>Instructional Designers: Change Agents and Leaders</u></a> <a href="#"><u>Dr. Carla Lane</u></a> , Professor, Instructional Design for Online Learning; FGDLA VP Higher Education
11:00-11:50 AM	<b>NASA Goddard Space Flight Center Office of Education</b> <a href="#"><u>NASA Goddard Distance Learning Models</u></a> <a href="#"><u>Shane Keating</u></a> , Sr. Learning Technologies Specialist <a href="#"><u>Dr. Deepika Sangam</u></a> , Education Professional Development Specialist <a href="#"><u>Brittany Whetzel</u></a> , Internship Program Coordinator	<b>FGDLA</b> <a href="#"><u>Learning Styles: An Incoherent Notion- What the Research Reveals</u></a> <a href="#"><u>Dr. Jolly Holden</u></a> , Associate Professor, Master of Education (MEd) Program, Instructional Design & Technology (ID&T); Executive Director, FGDLA
11:50-1:30 PM	<b>Lunch on Your Own</b>	
1:30-2:20 PM	<b>Army National Guard</b> <a href="#"><u>Using milUniversity to Conduct Army Knowledge Management Training in the Army National Guard</u></a> <a href="#"><u>Alan Schreck</u></a> , Knowledge Management Officer <a href="#"><u>Tracey Schreiner</u></a> , Training Lead, DSA, Inc.	<b>Cisco Systems, Inc.</b> <a href="#"><u>Everything Technical for Today's Distance Learning Networks</u></a> <a href="#"><u>Robert Koles</u></a> , Senior Customer Success Manager U.S. Public Sector
2:30-3:20 PM	<b>RTI International</b> <a href="#"><u>Webinars: Making them Engaging and Effective</u></a> <a href="#"><u>Patrick Ahearn</u></a> , Webinar and Virtual Events Producer	<b>U.S. GAO</b> <a href="#"><u>Gamification for Leadership Development</u></a> <a href="#"><u>Adelle Dantzler</u></a> , Leadership Facilitator/Instructional Designers
3:30-4:20 PM	<b>Marine Corps University</b> <b><a href="#"><u>College of Distance Education &amp; Training Continuing Education Program</u></a></b> <a href="#"><u>LtCol Brian Taylor</u></a> , Associate Dean, Director CEP, Director, Director, Command and Staff College Blended Seminar Program <a href="#"><u>Erika Jacobs</u></a> , Portfolio Manager	<b>National Defense University</b> <a href="#"><u>Developing a Standard Use LMS Template</u></a> Jennifer <a href="#"><u>Mandula</u></a> , Cyberspace Education Analyst, College of Information and Cyberspace <a href="#"><u>Tammy Dryer-Capo'</u></a> , Instructional Designer, Academic Technologies Team, Information Technology Directorate
4:30-6:00 PM	<b>Room 203A/B</b> <b>FGDLA Annual Membership Meeting</b> (4:30 PM – 5:00 PM) <b>User Groups Discussions Networking</b> (5:00 PM – 6:00 PM) LMS, ADA/508, Video Conf/Interactive TV, Instructional design, Gamification, Cognitive Science, Medical & Education, and other topics	

# GOVERNMENT LEARNING TECHNOLOGY SYMPOSIUM (GLTS) PROGRAM

Thursday, November 29, 2018

Time	Room 204C	Room 204B
9:00-9:50 AM	<b>Sentientia Gamification</b> <a href="#"><i>Creating Learning Experiences in a Swipe-Left/Swipe-Right World</i></a> <a href="#">Dr. Jonathan Peters</a> , Chief Motivation Officer	<b>Peace Corps</b> <a href="#"><i>E-Learning at the Peace Corps: A Moodle Deployment Story and Lessons Learned</i></a> <a href="#">Peter Bergh</a> , E-Learning Systems Specialist <a href="#">Jeff Kwaterski</a> , Chief, Knowledge and Learning
10:00-10:50 AM	<b>Cisco Systems, Inc.</b> <a href="#"><i>Collaboration Yesterday, Today &amp; Tomorrow</i></a> <a href="#">Russ Colbert</a> , Customer Success Manager - Public Sector (former US Navy VideoTeletraining Officer), FGDLA Board Member	<b>Peace Corps</b> <a href="#"><i>Facilitating the Customer Voice in LMS Implementation</i></a> <a href="#">Marion Rawson</a> , Learning Strategist
11:00-11:50 AM	<b>U.S. Department of Justice</b> <a href="#"><i>Unifying Design and Distance Operations</i></a> <a href="#">Dr. Angela Dooley</a> , Acting Assistant Director for Instructional Design & Faculty Development, Office of Legal Education, Executive Office for U.S. Attorneys; <a href="#">Tim Carrier</a> , Manager, Distance Education Team, Office of Legal Education, Executive Office for U.S. Attorneys, FGDLA Board Member, Membership Chair	<b>Mercy Medical Center</b> <a href="#"><i>Developing a Band of Excellence through Gamification: Nurse onboarding</i></a> <a href="#">Stacey Brull</a> , Senior Vice President <a href="#">Susan Finlayson</a> , Senior Director, Co-Founders of Hedgamz, LLC
11:50-1:30 PM	<b>Lunch on Your Own</b>	
1:30-2:20 PM	<b>Sentientia Gamification</b> <a href="#"><i>Gamification for Talent Development: Deconstructing the Psychology of Games to Entice, Engage, and Encourage Learners</i></a> <a href="#">Dr. Jonathan Peters</a> , Chief Motivation Officer	<b>U.S. Department of the Treasury</b> <a href="#"><i>Continuous Leadership eXperience (CLX): Strengthening Your Leadership Journey</i></a> <a href="#">Melissa DuRoss</a> , Leadership, Executive and Organizational Development, Office of the Comptroller of the Currency, Office of Management; <a href="#">David Parks</a> , Leadership Development Analyst
2:30-3:20 PM	<b>NATO</b> <a href="#"><i>NATO's e-Learning Program &amp; Vision</i></a> <a href="#">Paul Thirkettle</a> , Training technologies Staff Officer, EIT Technology, NATO Allied Command Transformation	<b>Enliten Management Group</b> <a href="#"><i>Employee Engagement – Keeping Employees: Leading Organizations are Leveraging Technology to Inform and Engage Employees – Improve the Employee Experience</i></a> <a href="#">Randy Palubiak</a> , President, Enliten Management Group
3:30-4:20 PM	<b>Vbrick</b> <a href="#"><i>Next Generation Video Strategy for U.S. Federal Government</i></a> Basil Sakati, U.S. Federal Government Account Manager	<b>Elearning! Media Group</b> <a href="#"><i>Best of Elearning! Trends &amp; Practices</i></a> <a href="#">Catherine Upton</a> , CEO & Group Publisher, Elearning! Media Group, FGDLA Board Member, Director, Communications Chair

## GLTS ABSTRACTS

**Session Title:** *Webinars: Making them Engaging and Effective*

**Session Time:** Wednesday 2:30 to 3:20 PM

**Speaker:**

Patrick Ahearn  
Webinar specialist/Project Coordinator  
Learning and Media Services  
RTI International

**Session Description:** Effective webinars are more engaging, and engaging webinars are more effective. This session will dive into the full production cycle of webinars highlighting the insights and processes developed at RTI International from hosting hundreds of events of the past several years. This presentation will focus on integrating instructional design principles for a live audience, strategies for increasing attendee engagement and best practices for logistical coordination for flawless execution.

**Session Titles:**

**Part 1: Project Case Study: Implementation of a Moodle eLearning System for the Peace Corps**

**Part 2: Facilitating the Customer Voice in LMS Implementation**

**Session Times:**

Part 1: Thursday 9:00 – 9:50 AM

Part 2: Thursday 10:00 – 10:50 AM

**Speakers:**

Part 1: Peter Bergh, eLearning Systems Specialist, Peace Corps  
Part 1: Jeffrey Kwaterski, Chief, Knowledge and Learning Unit, Peace Corps  
Part 2: Marion Rawson, Learning Strategist, Peace Corps

**Session Descriptions:**

**Part 1: Project Case Study: Implementation of a Moodle eLearning System for the Peace Corps**

In March of 2018, the Peace Corps went live with a new Moodle-based learning management system. This was a tight seven-month implementation schedule. The project consisted of migrating two existing separate Moodle instances into one, switching service providers and hosting, migration to AWS, securing an Agency approved ATO, integrations with internal and external systems, with a new Agency-wide scope. This presentation will discuss the challenges and lessons learned in this project implementation and system roll-out. Topics to include:

- Project management methodology
- Service provider relationship
- Moodle functionality, plugins, and customizations
- Migration challenges from an existing system
- Change management and communications
- System launch and socialization across the Agency

**Part 2: Facilitating the Customer Voice in LMS Implementation**

This session describes the change management and communication strategies employed for a successful implementation and adoption of our Moodle 3.3 Learning Management System (LMS). Marion will describe the stories and conversations around her specialized function on the project to incorporate the customer voice and connect the elements needed for adoption of the new system. She will share the coordination, planning, and examples of artifacts involved to get everyone excited and on the same page.

**Session Title: Developing a Band of Excellence Through Gamification: Nurse Onboarding**

**Session Time:** Thursday 11:00 to 11:50 PM

**Speakers:**

**Dr. Stacey Brull**

Senior Director of Research, Education and Informatics  
Mercy Medical Center  
Co-founder Hedgamz

**Dr. Susan Finlayson**

Senior Vice President of Operations  
Mercy Medical Center  
Co-founder Hedgamz

**Session Description:** Realizing traditional classrooms and voice-over PowerPoints are days of the past, we decided to change the way we educate employees using gamification. Gamification is defined as a way of using gaming principles in non-game contexts. This session will describe ways we have incorporated gamification into our learning strategy specifically focusing on immersive gaming experiences that have completely revolutionized training.

Utilizing internal and external content experts, we created *The World of Salus*. Within the world, employees visit different lands and learn about a variety of key subject matter. The World was created to have the ability to teach anything from mandatory annual competencies and specific clinical topics to leadership development and workforce balance initiatives. Players start engaging right away as they create a customized avatar to take them through their personalized journey. From there, players are encouraged to explore unique and varied knowledge objects, garner points to compete on a national leaderboard and collect exclusive badges to eventually grant the player access into Finalis, the final island of completion. Because the game can be played on various platforms (PC, mobile phone, or tablet), employees can self-pace giving the end-user control of what they learn and when they learn which equates to an improvement in knowledge retention. The entire World of Salus enterprise is built using intrinsic motivators as a means for behavior change. This philosophy is opposite to traditional teaching methodologies that typically use extrinsic motivators which focuses on compliance versus actual knowledge retention.

The impact of the program has been phenomenal and has attracted national and international attention. We conducted a 3-year research study to explore the effectiveness of the game and the results showed using gamification was the most efficient and effective way to learn when compared to more traditional methods such as e-learning modules and classroom training. Our work has been published in numerous journals and presented at many conferences. We have also shared our work in world-renowned organizations such as The Cleveland Clinic, Johns Hopkins University School of Nursing and Stanford Health. There is an excitement and interest in utilizing gamification in education across many industries and we feel we are at the cutting edge of what could be a “game changer” in how we teach employees. The time is now to make a change and this session can help you on your journey as we share our experience as well as lessons learned. Together, we can develop learning that will increase knowledge retention and lead to better outcome. Are you ready to get in the game?

**Session Title: Unifying Design and Distance Operations**

**Session Time:** Thursday 11:00 to 11:50 AM

**Speakers:****Dr. Angela Dooley**

Acting Assistant Director for Instructional Design and Faculty Development  
Office of Legal Education  
Executive Office for United States Attorneys  
U.S. Department of Justice

**Tim Carrier**

Manager  
Distance Education Team  
Office of Legal Education  
Executive Office for United States Attorneys  
U.S. Department of Justice  
FGDLA Board of Directors, Membership

**Session Description: Unifying Design and Distance Operations.** The Office of Legal Education in the US Department of Justice determined to merge two of its operational support teams, combining Instructional Design and Faculty Development with Distance Learning and Media Services. The resulting unified team streamlined operations to improve communications and enhance project development and production phases. This presentation will outline the operations and workflows the team uses to take projects from concept to design, development, and delivery.



**Session Title: *The Importance of Making Distance Learning Accessible to All***

**Session Time:** Wednesday 9:00 to 9:50 AM

**Speakers:**

Helen Chamberlain, CEO, Helen Chamberlain Consulting - Moderator

Ken Salaets, Accessibility Director, ITIC

Joel Snyder, President & CEO Audio Description Associates

Katie Haritos-Shea, Accessibility Architect, WCAG

**Session Description:** This session will discuss the why, what and how to ensure that distance learning is accessible to persons no matter what their abilities are. You are invited to join the discussion!

**Session Title: *Collaboration Yesterday, Today & Tomorrow***

**Session Time:** Thursday 10:00 to 10:50 AM

**Speaker:**

**Russ Colbert**

Customer Success Manager - Public Sector

(former US Navy Video Teletraining Officer)

FGDLA Board Member

**Session Description:** This interactive session will focus upon where we are headed with Collaboration Solutions for training/education applications today and tomorrow. Examples from the US Navy, NATO and various Civilian Agencies will be highlighted. New technology solutions will be utilized during this exciting presentation.

**Session Title: *Gamification for Leadership Development***

**Session Time:** Wednesday 2:30 to 3:20 PM

**Speaker:**

Adelle Dantzler, M.S.Ed.

Leadership Facilitator/Instructional Designers

U.S. Government Accountability Office

**Session Description:** How do you make virtual training relevant to your learners? There are so many options for virtual training these days. You can buy entire catalogs and combined curriculums for your learners. But how do you know it is addressing the learning and performance needs? COTS is wonderful when it is the solution. In many situations, you need solutions that are tailored to the technical and leadership concepts specific to your learners. In this session, you will learn how to create a virtual leadership curriculum based on a simple leadership competency model. You will have an opportunity to practice how to analyze that model to create relevant options for your learner and how to conduct the conversation that will form the basis of create engaging learning activities that are realistic applications for your learner.

**Session Title: *Continuous Leadership eXperience (CLX): Strengthening Your Leadership Journey***

**Session Time:** Thursday 1:30 to 2:20 PM

**Speakers:**

Melissa DuRoss

Leadership, Executive and Organizational Development

Office of the Comptroller of the Currency

Office of Management

David Parks

Leadership Development Analyst

Office of the Comptroller of the Currency

Office of Management

**Session Description:** CLX utilizes an innovative microlearning approach, sharing short bursts of learning over time to sustain engagement, reinforce effective leadership practices and enhance learning agility. Content includes:

- aligns to latest OCC initiatives, priorities, and guidance
- reinforces its robust and award-winning leadership curriculum
- builds on OCC's leadership competency framework
- addresses organizational learning needs identified in OCC IDP reports

- offers 1-click access to highly curated book summaries, videos, & periodicals with top leadership experts

Delivered using an innovative flexible calendar approach, managers are empowered with the flexibility to engage in CLX, when and where most convenient - timing is up to them! A new CLX website broadens access to ALL employees, as we lead at all levels! This exciting session will focus upon outcomes resulting from the initiative and the impact on the organization. Lively discussion from both technical and instructional design encouraged.

**Session Title: *Learning Styles: An Incoherent Notion- What the Research Reveals***

**Session Time:** Wednesday 11:00-11:50

**Speaker:**

Dr. Jolly Holden

Associate Professor, Master of Education (MEd) Program, Instructional Design & Technology (ID&T)  
Executive Director, FGDLA

**Session Description:** The concept of learning styles in predicting learning outcomes is a commonly misunderstood concept when designing content. While the perception is people learn better when information is presented in their preferred learning style, *current* evidence has not confirmed this. Consequently, this session we will examine the research in evaluating learning styles *predictive* value in determining their effect on learning outcomes as it applies to designing instructional strategies. However, this session will not attempt to confirm, deny, or debunk the existence of learning styles, so join this lively session as we explore the most recent research on learning styles and discuss the implications when designing instruction. The target audiences for this presentation are instructional designers, and trainers/educators involved in the creation of instructional content/strategies supporting distance learning.

**Session Title: *Everything Technical for Today's Distance Learning Networks***

**Session Time:** Wednesday 1:30-2:20

**Speaker:**

Robert Koles

Senior Customer Success Manager – U.S. Public Sector  
Cisco Systems

**Session Description:** Today's Distance Learning networks are a heavy mix of cloud, hardware, software, network, security, mobility and internet of everything! This session will be a comprehensive technical examination of distance learning operations. Focus topics- are next generation firewalls needed, is malware protection required, what roll does the data center play, can user identify be achieved, can an organization scale, are IT or compliance certifications required, what collaboration tools can be supported? Bring your interactive discussions, questions, experience and ideas!

**Session Title: *Instructional Designers: Change Agents and Leaders***

**Session Time:** Wednesday 10:00 to 10:50 AM

**Speaker:**

Dr. Carla Lane

Professor, Instructional Design for Online Learning  
Capella University  
FGDLA Board of Directors, Vice President – Higher Education

**Session Description:** For change to occur within an organization, it must have the learning agility to respond to adaptive challenges. Instructional designers are equipped to lead change in their institutions because, along with a passion for lifelong learning and appreciation for competency-based education, they have familiarity with instructional and adult learning theories, are well versed in the nuances of multimedia fundamentals of online learning, and know how to use research to inform practice.

Being a change agent is not a skill that is often brought to the job. Change involves identifying the problem, creating new instructional strategies, pilot research/testing, formative evaluations that lead to downstream revisions, effective implementation, and dissemination to change the culture of the organization. Instructional designers can be effective change agents and this session will cover the strategies that work. IDs must know how to be thought leaders in their practice to improve the quality of products and learning that can be applied on the job.

**Session Title: Developing a Standard Use LMS Template**

**Session Time:** Wednesday 3:30 to 4:20 PM

**Speakers**

**Jennifer Mandula**

Cyberspace Education Analyst  
College of Information and Cyberspace  
National Defense University  
Fort Lesley J. McNair

**Tammy Dreyer-Capo'**

Instructional Designer  
Academic Technologies Team  
Information Technology Directorate  
National Defense University  
Fort Lesley J. McNair

**Session Description:** This session presents a case study of National Defense University's (NDU) development and rollout of a standardized Blackboard Learn course interface template. Discussion will cover why and how NDU moved to adopt a standardized template; what the template contains; outcomes and lessons learned. Drawing from Instructional Design and User Experience Design best practices, this session will prepare participants to apply these concepts to their organizations' e-learning programs.

**Session Title: Employee Engagement – Keeping Employees Leading Organizations are Leveraging Technology to Inform and Engage Employees – Improve the Employee Experience**

**Session Time:** Thursday 2:30 to 3:20 PM

**Speaker:**

Randy Palubiak  
President  
Enliten Management Group  
FGDLA Board of Directors, Treasurer

**Session Description:** This session will define employee engagement and provide industry statistics about what is important to employees. Employees want instant gratification and engagement with management and from leadership. They want information when, where and how desired, when and where they are ready to consume the content. It must be readily available and easy to access. Also, employees want to be heard. They will respond to organization surveys and submit suggestions. However, they want their responses and suggestions to be considered, and occasionally, implemented.

This is the age of big data and where the Internet of Things (IoT) is connecting everything and providing analytics to influence and make business decisions. It is a time where technology is automated, affordable, and available and features robust capabilities. It is a time when everyone carries a mobile device that enables an unlimited amount of ways to communicate, share information and provide immediate feedback. Bottom line, technology can provide consistent, continuous feedback, which can help organizations engage with employees and enable the collection of meaningful input and feedback.

**Session 1 Title: Creating Learning Experiences in a Swipe-Left/Swipe-Right World**

**Session Time:** Thursday 9:00 to 9:50 AM

**Session 2 Title: Gamification for Talent Development: Deconstructing the Psychology of Games to Entice, Engage, and Encourage Learners**

**Session Time:** Thursday 1:30 to 2:20 PM

**Speaker:**

Dr. Jonathan Peters  
Chief Motivation Officer  
Sententia Gamification

**Session 1 Description: Creating Learning Experiences in a Swipe-Left/Swipe-Right World**

Thursday 9:00 to 9:50 AM

Now that they're distracted by their devices, could you use new ways to engage them? Have you found that what worked a generation ago no longer does? Is now a good time to rethink how we transfer knowledge and develop skills?

When we look at the evolution of learning, we discover that for the last 10,000 years, learning occurred through routines that look more like a computer game than a lecture. The lecture/test model has only been used for a sliver of time. It turns out we are hardwired to learn through:

- Story (narrative-based learning)
- Play (gamification)
- And NOT reading text and listening to lectures (traditional education models)

Since memorization is no longer a necessary skill (Hey Siri...), we have the opportunity to rethink how we train, test, and evaluate learning success. Instead of resisting technology, we have the opportunity to create learning experiences that better align with our brains' evolutionary development. Imagine your employees swiping right for your learning programs.

### **Session 2 Description: Gamification for Talent Development: Deconstructing the Psychology of Games to Entice, Engage, and Encourage Learners**

Thursday 1:30 to 2:20 PM

Wouldn't it be great to know how to introduce a gaming dimension into the corporate training programs you design or deliver? What would it look like to include game elements such as levels, challenges, rewards, and Easter eggs to drive participation, engagement, retention, and to achieve a measurable ROI?

In this hands-on program you will learn the 5-step process of gamifying a training program. You'll learn how to:

- Define your measurable business objectives and determine how Gamification will help you to achieve your objectives
- Weave analogies and stories to make the training stickable – so that players remember facts and transfer skills to real world scenarios
- Create the right mix of ingredients and next steps in your learning activities to allow the participants to acquire knowledge and skill
- Identify the game elements and mechanics (chance, competition, collaboration, rewards, etc.) you will use
- Construct a consistent, attractive - even charming and captivating - cohesiveness that ties the entire project together
- Answer the question: Is it fun?

The Gamification of real-world training and development is a powerful technique which can motivate people and help generate loyalty to your organization, its products, and its message. At its core, Gamification is about finding the fun in the things that we have to do. When learning is fun, people remember, apply, and return to the learning.

### **Session Title: Next Generation Video Strategy for US Federal Government**

**Session Time:** Thursday 3:30- 4:20

#### **Speaker:**

Basil Sakati, U.S. Federal Government Account Manager, Vbrick

**Session Description:** Vbrick represents the Federal Government's next generation enterprise video strategy for learning/training applications by providing a seamless methodology to deliver scalable, secure content that has been built to be a truly cloud-native application that can dynamically scale. Whether deployed on-premise or in the cloud The Vbrick REV platform is a centralized platform that everyone in an organization can use for much more than just passively viewing video. Rev has automated workflows that support the widely used video applications – from live CEO broadcasts, to IT video network distribution and bandwidth optimization, to marketing webinars and website video hosting, to quick-turn training and knowledge transfer. Rev enables everyone to be a content creator, viewer and user, with distinct roles for centrally administering, controlling and approving video for organizational use. Vbrick and key Federal customers will share the transition from legacy video capture, management, and distribution to software only, cloud, on-premise, and hybrid approaches to use of video with the government to augment distance learning capabilities and enhance the learning process. A hands-on demonstration will be active during this interactive and exciting presentation.

### **Session Title: Using milUniversity to Conduct Army Knowledge Management Training in the Army National Guard**

**Session Time:** Wednesday 1:30-2:20 PM



**Speakers:**

Alan Schreck, Knowledge Management Officer, Army National Guard Business Transformation Office  
Tracey Schreiner, Army National Guard, Training Lead DSA, Inc

**Session Description:** Learning content is found through the DoD but is often presented and tracked via PowerPoint, externally hosted videos and email. Recognizing a need to support the DOD Learning and Development community through providing centralized, easy to use, self-service learning technologies, the milSuite team released milUniversity Classroom and Library capabilities in July, 2017. milUniversity is the learning solutions component of milSuite, the Defense Department's Enterprise Social Network. Available to all DoD CAC users, milUniversity empowers trainers, teachers, organizational leads, essentially anyone with learning content to create online courses and present learning content in an organized, searchable format. Intended as complimentary capabilities, Classrooms and Libraries provide both the ability to deliver online courses including quizzing, tracking and certification (Classroom sites) with a mechanism for storing learning materials and content for post training self-study (Library sites). Consistent with milSuite principles, these are free to the DoD community, come with easy-to-follow instructions and are backed up by a knowledgeable support team. By replacing a 20-hour classroom course with an on-line course hosted on milUniversity the Army National Guard (ARNG) was able to reduce logistics and personnel burdens and improve learning outcomes for students. In this session.

Schreck and Schreiner will discuss the challenges facing the ARNG in conducting knowledge management training, the capabilities available to them on milUniversity, and the outcomes achieved by the ARNG following the transition from in-class to on-line training. As an added bonus, they will discuss the farther reaching impact of this one small change in one organization on the delivery of knowledge management training across the entire United States Army.

**Session Title:** *NASA Goddard Distance Learning Models*

**Session Time:** Wednesday 11:00 to 11:50 AM

**Speakers:**

**NASA Goddard Space Flight Center Office of Education**

Shane Keating, Senior Learning Technologies Specialist

Dr. Deepika Sangam, Education Professional Development Specialist

Brittany Whetzel, Internship Program Coordinator

**Session Description:** Learn how NASA Goddard's Office of Education utilizes instructional design models and various distance learning technologies to facilitate learning virtually. Learn how the ADDIE instructional design model paired with creative and innovative uses of webinar platforms, learning management system and videoconferencing can facilitate deep and meaningful learning.

**Session Title:** Marine Corps University, Quantico

College of Distance Education & Training, Continuing Education Program

**Session Time:** Wednesday 3:30 to 4:20 PM

**Speakers:**

LtCol Brian R. Taylor, Associate Dean, Director CEP, Director, Command and Staff College Blended Seminar Program  
Erika Jacobs, Portfolio Manager

**Session Description:** The Continuing Education Program provides valuable educational opportunities and experiences to supplement and enhance the lifelong professional military education of Marines. The Continuing Education Program is responsible for developing, recording, facilitating, and disseminating educational opportunities and experiences throughout the Marine Corps, thus allowing Marines to achieve their academic goals while increasing operational readiness and advancing the Marine Corps' legacy of warfighting excellence. The Continuing Education Program provides educational opportunities and experiences to the masses in the form of scholarly electives, web-based seminars, audio-visual productions, and battlefield staff rides and tours using Marine Corps University assets and content management systems such as MarineNet, MarineNet Video, and Moodle to make learning engaging and accessible.

**Session Title:** *NATO's Fastest Growing e-Learning Applications*

**Session Time:** Thursday 2:30 to 3:20 PM

**Speaker:**

Paul Thurkettle

Training Technologies Staff Officer

Section Head, Education & Training Technologies  
NATO e-Learning Programme Manager  
EIT Technology  
NATO Allied Command Transformation

**Session Description:** Comprehensive overview of the NATO e-Learning operations. One of the fastest growing areas of NATO's education and training capabilities is the use of technology to deliver or enhance traditional training methods. This electronic learning (e-Learning) is an important tool to provide education, training and performance support to personnel from NATO and partner nations in a cost-efficient way. Its capabilities can provide an unlimited number of forces effective, relevant high quality education and training to increase mission readiness. e-Learning technologies encompass Advanced Distributed Learning (ADL), Computer-Based Training (CBT), immersive learning, mobile learning (m-Learning) and collaborative learning. Session delivered via Webex Teams from Orlando, FL.

**Session Title:** *Best of Elearning! Trends & Practices*

**Session Time:** Thursday 3:30 to 4:20 PM

**Speaker:**

Catherine Upton  
Group Publisher  
Elearning! Media Group  
Elearning! and Government Elearning! Magazines

**Session Description:** Learning technologies are evolving at a rapid rate. Machine learning, AI, AR and VR are changing the nature of work and learning. In this session, Elearning! Magazine will reveal learning technology trends, adoption rates of emerging solutions and Best of Elearning! solutions across 20+ categories. McKinsey study revealed that 375 million jobs will be displaced by automation, AKA AI and Machine Learning. A recent InfoSoft study revealed that 75% of organizations will replace workforce resources with AI. Eighty percent of CEOs shared they plan to retrain or redeploy their displaced workers.

L&D is in the center of this workforce transformation. The tools you will use to engage, train and deploy teams will be smarter, immersive and cognitive. *Elearning!* Magazine will reveal which tools and solutions L&D pros are embracing, the "must haves," and the emerging technologies future focused organizations are investing. Discover which brands are best-in-class across 20+ categories based upon the industry's exclusive users' choice awards, The Best of *Elearning!* If you are using, investing or evaluating learning technologies, this is a must attend session presented by 24 time award-winning industry media brand, Elearning! Magazine.

**Session Titles:** *Media Selection for Distance Learning*

Part 1: Pros and Cons  
Part 2: Hype & Reality

**Session Times:**

Part 1: Wednesday 9:00 to 9:50  
Part 2: Wednesday 10:00 to 10:50

**Speaker:**

Dr. Philip Westfall, Director, Defense Education & Training Network Program Management Office,  
Director, Air Technology Network  
Air Force Institute of Technology  
FGDLA Board of Directors, Chairman

**Session Description:** The session is a primer on distance learning. Part 1 of the presentation will begin with an overview of distance learning media to include interactive multimedia instruction, advanced distributed learning, interactive television, Web conferencing, virtual reality, videoconferencing, among others. In Part 2 media selection will be discussed in relation learning variables and in light of current research, ending with key guiding principles in media selection. By the end of this session, you will be able to:

1. Describe the various media used for distance learning
2. Describe the relative advantages and disadvantages of each medium
3. Understand the guiding principles in media selection

## GLTS SPEAKER BIOS

**Patrick Ahearn.** Patrick Ahearn, Webinar and Virtual Events Producer, RTI International, has ten years of experience coordinating all aspects of a variety of virtual learning sessions involving presentations, software and website demonstrations, live camera feeds, expert panels, focus groups, and attendee question & answer sessions. He creates and tailors each webcasting event based on the users' needs, moderates and hosts each event providing technical support to all participants, and generates and manages post-event files including webcasting recordings, chat transcripts, attendance reports, and poll results. Current and past clients include the Centers for Medicare/Medicaid Services (CMS), the Substance Abuse and Mental Health Services Administration (SAMHSA), the Office of the National Coordinator (ONC) for Health IT, the Centers for Disease Control and Prevention (CDC), and the Family and Youth Services Bureau (FYSB).

**Jeffrey Kwaterski.** Jeffrey Kwaterski is the Chief of Knowledge and Learning within the Office of Staff Learning and Development at the Peace Corps, where he manages a team focused on supporting digital learning across the Peace Corps. Jeff is a knowledge management and organizational learning specialist with over 20 years of practical experience implementing institutional networking and learning initiatives in countries worldwide, with deep regional expertise in Latin America. He has specific expertise in the topics of knowledge management, organizational networks, institutional capacity development and governance. He has an MBA, and an MA in Journalism and Mass Communications from the University of Wisconsin, and a BS in Business Administration from Marquette University. Jeff is a Returned Peace Corps Volunteer, having served in Bolivia and El Salvador.

**Peter Bergh.** Peter Bergh is the system owner of the Peace Corps' LMS and was the business lead in their recent deployment of Moodle across the agency. He has over 20 years of progressive and varied experience, in industry (Director/CIO), government, and academia (Dean) with well-known firms and brands. His experience covers the development and management of projects, business processes, web sites, and systems that facilitate distance learning, marketing and strategic planning, organizational scorecarding, commerce, information sharing, knowledge management, collaboration, customer service, and business process improvement. Peter has been working with Moodle since 2004.

**Marion Rawson.** Marion Rawson is a Learning Strategist at the Peace Corps. She is a learning designer with more than 15 years of bringing e-learning to organizations mostly within the federal space. She specializes in modernizing learning experiences and implementing innovative learning support systems. As she connects the dots, she utilizes human-centered design tactics for a learner-centric outcome.

**Dr. Stacey Brull.** Dr. Stacey Brull is the Sr. Director of Research, Education and Informatics at Mercy Medical Center and co-founder of Hedgamz, a private company specializing in healthcare gaming. An innovator in training and education, Stacey has led an impressive career serving on several state and national committees focused on improving education in healthcare. She has been featured in The Baltimore Business Journal, Technical.ly Baltimore, and Baltimore Magazine for her contributions to learning and development. Stacey has been published in several well-known industry publications, including the Journal for Nursing Administration, CIO Review and The Journal for Continuing Education in Nursing. Stacey was honored with the Technology in Education award by the Association of Nursing Professional Development for sharing her expertise and experience around the world. Stacey has a certificate in gamification from the University of Pennsylvania and a 4-part certification in game design and education technology from MIT. She earned her Bachelor's of Science in Nursing from The Ohio State University, Masters Degree from Duke University and Doctoral Degree from University of Maryland. She is also contributing faculty at Walden University.

**Dr. Susan Finlayson.** Dr. Susan Finlayson is the Senior Vice President of Operations at Mercy Medical Center and co-founder of Hedgamz, a private business specializing in healthcare gaming. An experienced global business leader, Susan's career has taken her around the world to organizations such as The Cleveland Clinic, Stanford University and Kaiser Permanente, sharing her expertise in gamification and leadership development to enhance performance. Susan has written and published many articles and spoken at numerous conferences and is co-author of the book, *The Fundamentals of Magnet Toolkit*. Her distinctions are many such as being named one of Maryland's Top 100 Women twice and being recognized by the American Organization of Nurse Executive for her work in Diversity in Nursing. Susan has been featured on WBALTV, CIO Review, Bio+Tech and many other industry leading groups. Susan earned her Doctoral Degree from The Johns Hopkins University, Master's Degree from The University of Pennsylvania and Bachelor's of Science in Nursing from Widener University. Susan has a certificate in gamification from the University of Pennsylvania and is an instructor at The Johns Hopkins University School of Nursing.

**Dr. Angela Dooley.** Dr. Angela Dooley joined the Executive Office for United States Attorneys in 2007 and is the Acting Assistant Director for Instructional Design and Faculty Development. She develops and teaches faculty development and instructional design courses for Department of Justice employees who serve as instructors and working group members. She also works in consultation with subject matter experts to design and revise curriculum and training courses, and she manages the Office of Legal Education's training evaluation processes. Prior to joining the Department of Justice, she worked for the Department of Veterans Affairs for almost ten years in the areas of training and development, employee scholarship programs, and employee and stakeholder relations.

Dooley holds a Ph.D. in Educational Psychology and Research from the University of South Carolina. She holds an MBA from Baker College (Flint, Michigan) and a Master's Degree in Healthcare Administration from the University of South Carolina.

**Timothy J. Carrier.** Timothy J. Carrier is the manager of and executive producer for the Justice Television Network (JTN) and Media Services for the Office of Legal Education (OLE) in the US Department of Justice. JTN/Media Services is the major component OLE's Distance Education team. OLE is located at the National Advocacy Center (NAC) on the University of South Carolina (USC) campus in Columbia, South Carolina.

The OLE is the primary training arm of the Department of Justice (DOJ) for Federal prosecutors, litigators and legal support staff, as well as supporting the mission of the DOJ's major law enforcement bureaus, offices, boards and divisions. JTN is a secure satellite-based video distribution system, and the programming it produces, is the primary distance learning platform in support of OLE's mission. JTN produces and distributes hundreds of hours of critical legal training to a target audience of over 100,000 DOJ and other Federal legal staff. In addition to JTN, the NAC Media Services operation supports Audio-Visual classroom technology for on-site classes at the NAC, a 264-guest room hotel/conference center with 10 auditorium classrooms and 10 simulated courtrooms.

Since its inception in 1998, he has managed the daily operations, design, installations and contracts associated with JTN/Media Services, overseeing a current staff of approximately 20 production, audio-visual and engineering professionals. He was involved in the design of the facilities beginning in planning stages since 1994.

Prior to that, Tim was a professional television producer and journalist working for the University of South Carolina as well as the South Carolina Educational Television Network, producing news and documentaries, and receiving numerous professional awards for his work. He consulted on media installations for the South Carolina General Assembly during its renovation in the mid 90s. Carrier is a 1984 Magna Cum Laude graduate of the University of South Carolina with a Bachelor in Media Arts.

**Helen Chamberlain.** Helen Chamberlain is the CEO of Helen Chamberlain Consulting. Her company provides services to the Federal Government and Industry to create an accessible Information and Communication Technology (ICT) environment that guarantees equal access for people of all abilities. Helen joined the Federal Government in Frankfurt Germany where she worked for the U.S. Army as a Computer Specialist and as Configuration Manager for hardware and software development. She retired from the General Services Administration in December 2017 where she was a Program Director in the Office of Government wide Policy (OGP). She was the central point of contact for the Federal Government Section 508 program providing technical assistance with the implementation of the Section 508 Standard within the Federal Government. She has also served as an Information Technology Liaison and IT Security Officer for the Office of Personnel Management, Chief Information Officer's Office. She holds a master's certificate in project management and is also a graduate of the Assistive Technology Certificate Program at California State University at Northridge. She is a graduate of the Defense Systems Management College and the Defense Acquisition University. She is certified through the International Society of Configuration Management (ISCM) as a software configuration manager.

**Ken J. Salaets.** Ken J. Salaets is a global technology professional based in the Washington, DC, area. He has spent most of the last two decades at the forefront of accessibility policy, directing the work of the preeminent international tech organization, ITI, and promoting accessibility in the public and private sectors. He has used his entrepreneurial skills to help position the ITI VPAT® as the de facto global standard for reporting ICT conformity with relevant accessibility standards. He is also a principal of "Accessibility Strategies," a consulting firm that uniquely leverages business and government expertise to help stakeholders of all sizes achieve success in meeting the technology needs of people with disabilities. Ken is a member of the FCC Disability Advisory Committee and serves as an industry liaison to the EU Joint Working Group on eAccessibility. When not promoting accessibility, Ken spends quality time spoiling his two granddaughters and plunking on an array of guitars and mandolins.



**Katie Haritos-Shea.** Katie Haritos-Shea is a Principal ICT Accessibility Architect, specializing in WCAG 2, Section 508, ADA, AODA, QA, FinServ/FinTech, and Privacy. She is responsible for providing executive vision, implementation, and guidance for Accessibility initiatives in all sectors. As one of the first Section 508 Coordinators for the US Federal Government she ran Section 508 programs for many agencies for 10+ years, before moving into the private sector working first for a compliance tool vendor. She has supported commercial as well government clients. She was an ICT Accessibility Architect for Deque and was with JP Morgan Chase (JPMC) where she was responsible for planning, training, and executing a firm-wide strategy for QA teams to verify accessibility in the Web and mobile channels. She established an initiative that included; QA testing methodologies, scripts and systems development for improving UI coding frameworks (HTML, CSS, JS, jQuery, ARIA). She is a SME in U.S. Section 508 and international IT/ICT accessibility standards. Katie has been actively involved in W3C technical standards working groups (WCAG, Web Payments, Privacy, APA, Web Platform, etc.) as an Invited Expert since 2000. She was appointed Chair of the Web Accessibility Interest Group (WAI IG) by Tim Berners Lee in 2015. She is on the Board of Directors for an Accessibility non-profit, Knowbility, and is on the W3C's Advisory Committee as Knowbility's representative.

**Dr. Joel Snyder** is known internationally as one of the world's first "audio describers," a pioneer in the field of Audio Description, a translation of visual images to vivid language for the benefit, primarily, of people who are blind or have a vision impairment: the visual is made verbal—and aural, and oral. Since 1981, he has introduced audio description techniques in over 40 states and 53 countries and has made hundreds of live events, media projects and museums accessible. In 2014, the American Council of the Blind published Dr. Snyder's book, *The Visual Made Verbal – A Comprehensive Training Manual and Guide to the History and Applications of Audio Description*, now available as an audio book voiced by Dr. Snyder, in screen reader accessible formats, and in English, Polish, Russian and Portuguese. Dr. Snyder is the President of Audio Description Associates, LLC and he serves as the Director of the Audio Description Project of the American Council of the Blind.

**Russ Colbert** Russ Colbert joined Cisco in January 2018 as Customer Success Manager serving US Federal Government Departments and Agencies. At Cisco his responsibilities are to ensure high-touch customer success with solution specific focus upon security, networking, collaboration and internet of everything.

Prior to joining the company, Colbert held positions as Global Government and Education Market Director at Polycom in Austin, TX and National Capital Region. Education Market Manager at VTEL Corporation in Austin, TX and Education Specialist at Pierce-Phelps, Inc., in Philadelphia, PA. Additionally, Russ served active-duty with the United States Navy as a Surface Warfare Officer. Highlight duty stations include NATO, Naples, Italy, USS Theodore Roosevelt (CVN-71) where he qualified as Officer of the Deck Underway (OOD-U) and Fleet Combat Training Center Atlantic as Videoteletraining and Videoconferencing Officer. He managed and operated the Chief of Naval Education and Training Electronic Schoolhouse Network (CESN) secure multipoint training and conferencing network.

Holding a B.S. degree from Auburn University, a M.S. degree from Old Dominion University and US Navy Training Subspecialty from Naval Post Graduate School, Colbert serves actively with Armed Forces Communications and Electronics Association and Federal Government Distance Learning Association. Recent certifications include: Customer Success Manager and Cisco Greenbelt Advanced Security.

**Adelle Dantzler.** Adelle J. Dantzler, M.S.Ed., has over 25 years in talent development in federal and private industry conducting analyses to design, develop, manage, and evaluate instructor-led, eLearning, and virtual training. Adelle has created innovative and customized learning solutions to develop leadership talent at the high potential, manager, and senior executive levels and developed manager and senior executive curriculums. She is a Certified Virtual Leadership Trainer and facilitated virtual training on mentoring, coaching, communications, leadership styles, time management, team building, and career management. In addition, Dantzler is certified in InsideOut Coaching, Crucial Conversations, CCL 360 Feedback, EQ-i2.0, MBTI, and FIRO-B.

**Melissa DuRoss.** Melissa DuRoss is a talent development leader with over 15 years' experience in Adult Learning, Organizational and Employee Development, Employee Engagement, Leadership Development, and Program Management. In her role as a Leadership Development Consultant with the U.S. Treasury's Office of the Comptroller of the Currency, Melissa develops, implements and manages leadership development programs that elevate OCC's leadership capacity, strengthen organizational priorities and strategic objectives, drive employee engagement, and foster an empowered workforce to successfully meet the mission.

In her previous role with the U.S. Department of Justice, Learning and Development Headquarters, she designed, delivered, and advised on leadership and talent development initiatives to maximize performance and employee engagement across the Department, including Training Facilitation and Delivery; Career and Leadership Coaching; Team Facilitation; and advising on Human Capital and Strategic Planning initiatives.

DuRoss has a Bachelor of Arts degree in psychology, concentrating in organizational psychology, and leverages sound expertise and her passion for learning to help organizations and people reach full potential. She is an active member of the International Coaching Federation (ICF); a certified Internal Coach Practitioner, Federal Coach Network; a trained Facilitator of The Leadership Challenge Workshop and the Leadership Practices Inventory (LPI-360); a certified Hogan Assessment Practitioner; and, a certified PROSCI Change Management Practitioner.

**David Parks.** David Parks is a Leadership Development Analyst with the Office of the Comptroller of the Currency, OCC Leadership Institute. He has spent 17 of his 20-year Federal career focused on bringing innovative Human Capital solutions and technologies to the Department of Treasury in the areas of integrated talent management, learning and development and workforce transition.

**Robert Koles.** Robert Koles leads a team of 17 Customer Success Managers who support those who serve, protect and educate...our treasured U.S. Public Sector customers across Federal Government, National Intelligence, Department of Defense, State and Local Government and Education (K-12 and Higher Education). He began his career at Cisco in July 2005 as Service & Support Manager supporting Department of Defense customers and has held various positions as an individual contributor, team leaders and manager.

Prior to joining Cisco, Koles served in the United States Air Force as a communication and computer officer. Across his 22 years on active duty he developed software solution supporting nuclear defense, nuclear deterrence, strategic and tactical air operation and military command and control; he ran computer operations centers, network control centers, coalition command centers, base recovery teams, and provided for the training and equipping of other communication officers. He concluded his career on the Joint Staff supporting the Chairman, Vice Chairman, and Director of the Joint Chiefs of Staff.

He holds a B.A in Computer Science from the University of Minnesota – Duluth and a Masters in Engineering Management from Old Dominion University. He was a certified CMMI assessor, and is currently Foundation certified in CobiT and ITILv3 and is working toward ITIL Expert.

**Dr. Carla Lane.** Dr. Carla Lane is recognized as a leading authority on distance education and teleconferencing. She has been extensively involved in the distance learning field through her professional experiences, research, technology program evaluations, instructional design, and publications about elearning/distance learning. Her work has been published in many research reports and journals and she is the co-author of the milestone textbook, *Guide to Teleconferencing and Distance Learning*. She offered her first online class in 1988 and went on to develop the Distance Learning Program for the University of Missouri – St. Louis. She has most recently been involved in projects for UCLA, PBS, U.S. Department of Justice, California State University Chancellor's Office, NASA, and the California Community College System, the world's largest educational system. She was inducted into the *USDLA Hall of Fame* for her pioneering work in distance learning and research about the effectiveness and evaluation of distance learning. She was named the *Advertising Woman of the Year* for the AFF 9<sup>th</sup> District.

She was the instructional designer for over 70 UCLA courses and just finished serving as the ID/SME for 17 graduate courses for Capella University including Leadership for Instructional Design, Instructional Media Tools, Theoretical Basis of Instructional Design, Ethics, Research in Instructional Design, and Project Management for eLearning Development. She joined Capella in 2003 and serves as professor, dissertation chair, doctoral mentor, School of Education reviewer, and instructional designer/subject matter expert. Lane has received numerous Emmy and Addy awards for her stage and video production work including an Emmy for forty hours of programming for employees of the Veterans Administration. For the U.S. Department of Education, she evaluated the Los Angeles County Office of Education TEAMS Project, Star Schools, Public Broadcasting System's (PBS) Mathline and TeacherLine, and NASA projects. She was the project director for the Star Schools dissemination project, the Distance Learning Resource Network (DLRN) at WestEd Educational Laboratory where she was also a senior researcher. She holds a doctorate in distance education and research, a master's in Mass Communication, and a B.A. in English with specializations in journalism and advertising. She is the FGDLA Vice President of Higher Education and Chair of the GLTS Program Committee.

**Jennifer Mandula.** Jennifer Mandula is the Cyber Education Analyst at National Defense University's (NDU) College of Information and Cyberspace (CIC). Jennifer works with faculty to integrate new topics and teaching methods into CIC courses. She has a background in education research, consulting, and practice. Her research interests include digital literacy, education technology and related policy, and visual semiotics. Mandula holds a Bachelor's in English from Davidson College and a Master's in Education, Learning and Technology, from the University of Oxford.

**Tammy Dryer-Capo'.** Tammy Dreyer-Capo' is an Instructional Designer on the Academic Technologies Team at the National Defense University (NDU). She collaborates with components across NDU to create a variety of learning

assets, facilitates professional development, and consults with faculty on instructional design issues. She has 22 years of experience in the education field. She has taught high school through graduate level courses, created faculty and staff development programs, and served as Program Manager of a multi-year federal ed-tech grant. Dreyer-Capo' holds a Bachelor's from Idaho State University and a Master's in Instructional Design and Technology from Towson University.

**Randy Palubiak.** Randy Palubiak is a digital media/business communications expert and strategist. He has over 35 years of experience in visual communications covering broadcast television, video production, enterprise communications, satellite and terrestrial-based networking services, interactive distance learning networks and digital signage. Through the development of media business strategies and the implementation and integration of emerging video and dynamic media communication and workplace learning solutions, Randy acts as a trusted advisor to corporations, associations, and government agencies and departments.

Randy is a recognized speaker and presenter. He is the author of *Digital Touch Points: How to Gain a Competitive Advantage Using Video and Dynamic Media* and has co-authored two industry books: *Delivery of Media in the Enterprise* and *The BTV/IP Receiver Guide*.

**Dr. Jonathan Peters.** Jonathan Peters, PhD, is the Chief Motivation Officer at Sententia. He has spent over a decade studying the science and art of motivation and persuasion. As a speaker, he has helped audiences from Melbourne, Australia to Augusta, Maine more effectively communicate with their customers and team-members. With Sententia, he applies his knowledge and experience to make learning more enticing, engaging, and encouraging through gamification. Co-author of *"The Mechanics and the Motivators: A Purposeful Approach to Gamification,"* Jonathan is also an adjunct professor at the University of Nevada, Las Vegas, though he calls Austin, Texas home.

**Alan Schreck.** Alan Schreck is a retired Army officer, now a Department of the Army Civilian. Alan guides people and organizations to use knowledge management tools that are available at no cost across the Department of Defense to enable knowledge flow, develop shared understanding, and ultimately create efficiencies that give time back to leaders. Alan is an avid birder and amateur photographer from Arlington, Virginia. He and his wife, Linda Fields, have competed in the World Series of Birding 16 times.

**Tracey Schreiner.** Tracey Schreiner has played many roles in the IT Learning world. Starting as an IT trainer in the world of DOS, Dbase and Lotus 1-2-3, Tracey quickly evolved into a curriculum developer and documentation specialist designing and writing manuals for multiple software applications which gave her the freedom to have her own business. With the dotcom crash in the late nineties, Tracey rejoined the traditional workforce to develop an IT Training program for a Corporate Legal Department eventually becoming their IT Director. With an opportunity to once again control her own destiny, Tracey went on her own in 2006, providing training in Compliance systems and documentation on data management processes. Tracey eventually joined Symbolic Systems (later DSA, Inc) becoming a DOD contractor. It was during this time that Tracey began working with milSuite the Defense Department's Enterprise Social Network. Inspired by the milSuite approach which empowers the individual to create, collaborate and innovate using free, accessible and integrated toolsets, Tracey began to move away from a traditional "Training" model to a "Learning" model. With a Learning model, individuals are encouraged to learn at their own pace and in their own way. To support this, Tracey worked to develop a site where Learners could access learning content as the need for that learning emerged. This initial site eventually led to a multi-site capability, milUniversity, providing any DoD user with the ability to request and maintain sites for presenting Online Courses and content. In her current position, Tracey is responsible for leading the milUniversity capability while creating, delivering and maintaining Courses and Learning content for a Consortium of DoD organizations.

**Shane Keating.** Shane Keating is a Senior Learning Technologies Specialist at NASA Goddard Space Flight Center in Greenbelt, Maryland. He has supported the Goddard Education office for over 20 years with online, distance, and virtual learning. For synchronous and asynchronous activities Shane serves as producer, director, and editor to support the Goddard Office of Education. He also provides technical support for the dedicated distance learning studio.

**LtCol Brian R. Taylor.** LtCol Brian Taylor is the Associate Dean for Marine Corps University's Continuing Education Program (CEP) located in Quantico, VA. He is responsible for the development, recording, facilitation, and dissemination of professional military educational opportunities and experiences throughout the Marine Corps. In conjunction with his responsibilities with CEP, he also serves as the Director of the Blended Seminar Program for the Command and Staff Program, offering a combination of resident and non-resident online education at or near home station enabling for greater depth of educational experience, while minimizing turbulence to both command and family.



LtCol Taylor was commissioned in 1997 and has had the privileged of serving in numerous commands to include Marine Air Support Squadron 1, Headquarters Marine Corps, Marine Tactical Air Command Squadron 38, Wounded Warrior Battalion West, Marine Air Control Group 38, 3d Low Altitude Air Defense Battalion, and Marine Barracks Washington D.C. He has deployed in support of Operation Fundamental Relief Puerto Rico, 24th Marine Expeditionary Unit (Special Operations Capable), Operation Iraqi Freedom, and Operation Enduring Freedom. He is a graduate of the United States Naval Academy in Annapolis, MD and the Naval Postgraduate School in Monterey, CA. LtCol Taylor's personal awards include the Meritorious Service Medal with Gold Star, Navy and Marine Corps Commendation Medal with Gold Star, and the Navy and Marine Corps Achievement Medal with two Gold Stars.

**Erika Jacobs.** Erika Jacobs is the Instructional Designer and Portfolio Manager of Scholarly Electives for the Marine Corps University College of Distance Education and Training (CDET), Continuing Education Program. She has more than fourteen years of experience in various levels of education and is a Marine Corps Reserve veteran with over 21 years of service. She spent seven years teaching middle school math and has been working as a contractor with Davis Defense Group, supporting CDET, for the past four year. Erika is currently pursuing a PhD in Instructional Design for Online Learning through Capella University. She earned a Master's degree in Education from Capella University in 2015 and a Bachelor of Arts in Education from Concordia University, Wisconsin in 2004.

**Paul Thurkettle.** Paul Thurkettle is a British NATO civilian who works at Allied Command Transformation in Norfolk, Virginia, USA, one of NATO's four-star strategic commands. His 27-year NATO career and 12-year Royal Air Force service has covered satellite communications, telecommunications, command and control systems as well as technology and training. He was part of the design and training team which developed the Maritime Command and Control Information System (MCCIS) and the subsequent web-based WISE portal, both of which were fully adopted by NATO.

Since the creation of Allied Command Transformation in 2003 to support NATO's transformation into the future, Paul has had the role to lead NATO in adopting technology for education and training, first introducing and building a NATO-owned e-Learning delivery capability, then creating an online course production facility to support the NATO Command and force Structure. This ongoing work included supporting a demonstration event at the 2018 NATO Summit in Brussels where immersive reality was used to enable senior leaders and heads of state to understand the NATO policies on Protection of Civilians.

Paul chairs the NATO Individual Training and Education Developments working group as well as the NATO Partnership for Peace Consortium ADL working group. He and his team have been recognized by industry and academia for their innovation and course development.

**Catherine Upton.** Catherine Upton is Group Publisher, *Elearning!* Media Group (EMG), and CEO of B2B Media Company (B2B.) The 24-time award-winning publication, *Elearning!* Magazine, serves the learning and workplace technology industry, a robust \$243 billion marketplace. EMG produces 11 brands including: *Elearning!* Magazine, *Government Elearning!* eMagazine, *2elearning.com*, *Elearning!* Alert, *Elearning!* Edge, Enterprise Learning Events, *Elearning!* Web Seminar Series, *Best of Elearning!*, *Learning!* 100 and *Learning!* Champion Awards.

Since 2004, Catherine has lead B2B, a privately held trade publishing company. In addition to publishing EMG, B2B produces custom media for clients like Tony Robbins, Salesforce, Dreamforce, CloudCoaching International, and others.

She holds a B.A. in Business Administration from CSU Fullerton and a M.B.A. from Chapman University. Catherine has taught Business, Communications and Education courses at various universities including Golden Gate College, Chapman University, National University and Park College. She is married and has two grown sons, David and Robert.

**Dr. Philip J.-L. Westfall.** Dr. Philip Westfall has spent most of his professional life as a technical trainer and educator when on active duty. While on active duty with the Air Force, he served as a fighter aircraft instructor navigator, and served as assistant professor at the Air Force Academy. Currently, Phil is now in Civil Service with the Department of the Air Force, at the Air Force Institute of Technology, located at Wright-Patterson AFB, Ohio. He established and directed the Air Force's first Center for Distance Education, and pioneered a Government-wide satellite network for distance learning, which now reaches 1,100 sites within 14 Federal Government agencies.

He is the founding president of Federal Government Distance Learning Association and currently Chairman of the Board for FGDLA. Phil is an inductee in the United States Distance Learning Association (USDLA) Hall of Fame and the Federal Government Distance Learning Hall of Fame. Phil holds a Ph.D. in Psychometrics from The Ohio State University and a B.S. in Engineering Technology & Management from Ohio University.



**Brittany Whetzel.** Brittany is the Internship Program Coordinator at NASA Goddard Space Flight Center. She works with the Internship Program Manager to ensure implementation of Program policies, procedures, and logistics for students and mentors. Brittany works directly with students coming in to the Goddard Internship Program in all aspects of onboarding, ensuring Agency and Center deliverables are met, and answering student concerns and questions. She enjoys the interaction with stakeholders in the Program and is particularly eager to help students of all fields find their passion at NASA. Brittany has a Bachelor's in English Language in Literature from the University of Maryland and is currently pursuing her Masters of Science in Management from the University of Maryland University College.

**Dr. Deepika Sangam.** Dr. Deepika Sangam is a NASA Education Professional Development Specialist at Goddard Space Flight Center in Greenbelt, Maryland. She works to support education in eleven East Coast states ranging from Virginia to Maine. Deepika has worked in STEM Education in various capacities – as a researcher, educator, outreach coordinator, member of a non-profit startup, and K-8 Educator. She has enjoyed building diverse experiences in STEM education and hopes to add unique value to Educator Profession Development at NASA. Deepika has degrees in Electrical Engineering from University of Mysore, India (Bachelor's), University of Maryland, College Park (Masters), and Purdue University (Ph. D.) where she researched how to teach fundamental disciplinary concepts in Electrical Engineering.

**Dr. Jolly Holden.** Dr. Holden is the Executive Director of the Federal Government Distance Learning Association (FGDLA), and is currently an Associate Professor at American InterContinental University's online Master's of Education degree program in Instructional Design & Technology. During the last 15 years, he has facilitated over 300 online graduate courses in Principles of Instructional Design, Computer Mediated Learning & Design, Instructional Technology, Learning Theory, Cognitive Science, Online Learning: Theory and Practice, and Educational Research. For the past 25 years, he has keynoted several conferences, chaired numerous tracks, and has over 60 presentations at national training/distance learning conferences. He has been actively involved in researching and promoting distance learning throughout the federal government and corporate community, and in 1995 co-founded the Federal Government Distance Learning Association. He has been inducted into the United States Distance Learning Association (USDLA) Hall of Fame, and the FGDLA Hall of Fame. From 1995-2018, Jolly was a member of the USDLA Board of Directors and Executive Committee, where he previously held the positions of President, Chairman of the Board, and Chair, Advisory Board. After retiring from the Air Force in 1992, Jolly held the position of Chief Learning Strategist, AT&T Tridom and GE SpaceNet, and Senior Projects Training Manager, StarBand, Inc.

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